

Many people watch multimedia via the Web. It is a fast-growing technology that has become very user-friendly and widely accessible through a variety of browsers. If you should encounter any difficulties viewing our multimedia, this section will provide some troubleshooting techniques.

QUICK TIPS

- Close all other programs on your computer except for your Web browser and Windows Media Player
- Volume: Make sure your volume is turned up
- Wait for the buffering; it is normal and the length of time required for buffering is determined by your computer and Internet traffic
- Make sure you meet the minimum system requirements for viewing Webcasts
- Check with your system administrator to see if you have the necessary requirements.

We stream the multimedia files using the Microsoft format. In order to receive multimedia, you must have Microsoft Media Player installed on your computer.

To test whether or not your computer can view Windows Media Streams please use the following link

<http://www.vdat.com/techsupport/windowstest.asp>

If you cannot view the test, please contact your IT department.

If you can see this link, but cannot view the conference, you should contact your IT department. Make sure to reference the URL that you are trying to view.

SCREEN RESOLUTION

If your browser window is maximized and you can read this page without scrolling horizontally, your resolution is set appropriately. If not, you can adjust the screen resolution setting on your computer.

To adjust your screen resolution

Windows

1. Click on the Start button
2. Select Settings/Control Panel
3. Double-Click on Display
4. Select the "Settings" tab at the top of the pop-up screen.
5. Adjust "Screen Area" to 800x600 or higher.

Mac OS

1. Click on the Apple icon on the top left corner
2. Select Control Panel
3. Select Monitors
4. Set your resolution to 800x600 or higher

AUDIO CAPABILITY

In order to hear the audio components of our web site, your PC must be equipped with a 16-bit or better sound card and speakers. (Macintosh computers have built-in sound capability).

To check your audio settings

Windows

1. Click on the Start button
2. Select Settings/Control Panel
3. Double-Click on "Sound and Multimedia"
4. Select the "Audio" tab at the top of the pop-up screen.
5. Click on "Volume" to check your settings.

Mac OS

1. Click on the Apple icon on the top left corner
2. Select Control Panel
3. Select "Sound" to check your settings.

You must have a computer that has audio capability. Please ensure your computer's audio settings are not set to mute. If your computer does not have the capability to play audio, you can always view the live captions.

CAPTIONING

The link to the captioning will open to a new browser window. To get the best experience we recommend using the side by side feature in windows. In Macs you will need to physically resize using your mouse.

To arrange windows side by side



Drag the title bar of a window to the left or right side of the screen until an outline of the expanded window appears.

Release the mouse to expand the window.

Repeat steps 1 and 2 with another window to arrange the windows side by side.

To return the window to its original size, drag the title bar away from the top of the desktop and then release.

Tip

To snap an active window to the side of the desktop using the keyboard, press Windows logo key  +Left Arrow or Windows logo key  +Right Arrow.

INTERNET CONNECTION

A fast connection to the Internet -- such as T1, DSL, or cable modem -- will greatly enhance your experience in viewing our rich media content. If your connection is slower - a 28 or 56k modem, for example - you will experience lower quality sound and video, this is due to the current limitations of the streaming media technology.

STREAMING MEDIA

In order to see and hear our web sites' audio/video content, you will need one or more free software products that enable you to access streaming media. You probably already have these products on your computer. If you do not, then accessing any content requiring them will inform you that you do not have the software and offer to let you download it at that time.

Click [here](#) to obtain the latest free versions of RealPlayer (the free player is "RealPlayer Basic") and Windows Media Player.

If you need help with installation of Microsoft Windows Media Player, go to [Microsoft's installation help page](#).

For help with installation of RealPlayer, go to [Real's help Page](#).

FIREWALLS AND PROXY SERVER PROBLEMS

If you are listening in your office, is there a firewall, proxy server, or other security system in place that blocks audio/video streams? You and your network administrator may want to read about firewalls, proxy servers, and how to receive streams through them. Go to [Microsoft's general help page](#), or [Real's help Page](#), and look for the firewall and proxy server information.